

To: Edlund, Carl[Edlund.Carl@epa.gov]; Manzanilla, Enrique[Manzanilla.Enrique@epa.gov]; Hestmark, Martin[Hestmark.Martin@epa.gov]
Cc: Grantham, Nancy[Grantham.Nancy@epa.gov]; Gray, David[gray.david@epa.gov]
From: Hanson, Brooke
Sent: Thur 8/27/2015 4:07:47 PM
Subject: RE: public hotline for Gold King Mine release incident

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>>>>>

I've adjusted the call script for the contractor, as noted below. I think I still need a R8 contact for the hotline; my apologies if I have missed an email.

Other

If the call center staff is unable to answer the questions asked, the caller should be routed based on the location they inquire about as follows:

∇ Colorado or Utah: EPA Region 8 staff

∇ Southern Ute Tribe: Southern Ute Tribe Hotline 970-563-5025

∇ New Mexico: EPA Region 6 staff: Please let Zana Halliday know that a follow-up question requires attention at 800-533-3508 or halliday.zana@epa.gov.

∇ Arizona, California, Navajo, Lake Powell: EPA Region 9 Staff: Please let Clancy Tenley (tenley.clancy@epa.gov), Dan Meer (meer.daniel@epa.gov) and David Yogi (yogi.david@epa.gov) know that a follow-up question requires attention.

∇ All other areas: EPA HQ EOC 202-564-3850

From: Hanson, Brooke
Sent: Tuesday, August 25, 2015 7:04 PM
To: Edlund, Carl; Manzanilla, Enrique; Hestmark, Martin
Cc: Grantham, Nancy; Gray, David
Subject: public hotline for Gold King Mine release incident

Carl, Enrique, Martin,

I am coordinating EPA's public hotline for the Gold King Mine release incident in Durango. SRA, a contractor managed out of HQ, is now answering/responding to as many calls as possible using a script developed by Area Command and approved through headquarters. However, we need a contact in R6, R8, and R9 who can follow-up, as appropriate, on public calls from the respective regions where SRA is unable to respond. The hotline is scheduled to be available to the public for the next two years, although we do not anticipate a large call volume.

Can you please send me a contact from each of your regions who can respond to the outstanding

calls? I can provide access to the SharePoint call log that R6 set up, so everyone can check the log, respond as needed, and close out the requests in the log. To facilitate this, I will ask SRA to highlight calls needing regional follow-up as we move forward.

Many thanks,

Brooke

Brooke Hanson

Communications Director

Office of the Chief Financial Officer

U.S. Environmental Protection Agency

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